Summary of Discussions

Date: **July 7th, 2020**

Case Synopsis:

Tips and Tools for Virtual Group Visits

Reason for case consultation and any specific questions that the provider would like answered.

> 1. Understand important considerations for virtual care
> 2. Identify specific considerations essential for virtual groups
> 3. Consider key digital health equity considerations when planning sessions

Summary of Recommendations:

Recommendation: description of recommendation.

Elaborating on recommendation, and clarifying information (e.g.; where to access scales, monitoring required when prescribing medication, etc.):

Recommendations from today:

- Try different ways of tailoring and delivering content: e.g., email PDF before the session
- Consider the timing of sessions – what may be best for family members (e.g., early evening) may not be good for youth (e.g. avoid Friday afternoons)
- Take the time to orient group members before the group – both to the technology and to group norm; this can be done in one-on-one sessions or by emailing material prior to session. Develop contingencies if there are technology failures.
- Consider use of webinar format if privacy is a concern or depending on the makeup of the group (e.g. where participants only see the presenter and not the other members)
- Environmental considerations may be different for individual vs. group sessions – consider suggesting earphones to reduce risk of others in environment hearing group members and other private information
- Consider which aspects of the NAVIGATE intervention work better virtually vs. in person
- Based on patient need, consider following up group interventions with individual appointments.

Follow-up

If it would be helpful to have some further discussion and consultation regarding this case, please consider bringing it back to ECHO EPI-SET in the next month. To do so, please connect with: Abanti Tagore (abanti.tagore@camh.ca) and Andrea Alves (andrea.alves@camh.ca).